

VentureBeat

Tech support company PlumChoice raises \$2.8M

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April 29th, 2008

Remote tech support company PlumChoice has raised an additional \$2.8 million to complete its third funding round at a total of \$8 million.

The Billerica, Mass. startup provides training, maintenance and repair for more than 370 applications. Its technicians can make home visits when necessary, but they provide most of their services remotely, says chief executive Ted Werth.

It looks like PlumChoice has gotten some real traction in the crowded tech support market, which also includes Best Buy's Geek Squad, Support.com and SupportSpace. The company says it served more than 2.5 million transactions in 2007, provides the remote support for services like Circuit City's firedog and is profitable.

Werth touts the company's SAFELink remote support platform and the quality of its technicians — who are all based in the United States — as major differentiators.

The new funding comes from Edison Venture Fund, Comerica Bank and members of management.